



Like a Boss Part 2: How to Hire and Lead Your Team Professionally

THRIVE BY DESIGN WITH TRACY MATTHEWS

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Intro: You're listening to Thrive by Design, business, marketing, and lifestyle strategies for your jewelry brand to Flourish & Thrive. . Let's get started.

Tracy: Welcome to the Thrive by Design podcast episode 153. Hey there, it's Tracy Matthews the Chief Visionary Officer of Flourish and Thrive Academy and today is part two of "Like a Boss, How to Hire and Lead your Team" professionally so they get inspired and excited about your vision and want to work for you and do an awesome job. I just added all those extra things, did you like that? I did, that's why. Anyway, today is part 2. Actually I interviewed Hilary Halstead Scott last week for Episode 152 and when we originally recorded the episode we realized that one hour, I don't even know how long that episode is, it's probably like an hour but we didn't even get through everything that we wanted to cover. I know it was longer than a half-hour; we try to keep these episodes to about 30 minutes. And so today's episode is really about leadership and how to handle situations when things go south, how to chill the you know what out when you're kind of in the moment and trying to, you know, step back and take a deep breath and how to give constructive feedback to people when you have to actually give feedback. You know, Hilary and I are obviously two clearly very different people. I am like super passionate, probably some might call me a little hot-headed, I like to call it passionate, two different things, but you get what I'm saying. And so, it's hard you know when you're really passionate and you care so much about your business to not react in the moment because it is really important. It's also hard sometimes to get things done when you start hiring a team because you get interrupted all the time and some of you might be, you know feel baffled about how to navigate all those nuances that go into becoming





a good leader and sort of growing into that space. Well, here's what I have to say to you. For any of you who are struggling or think that it's impossible and just would rather like never hire anyone or feel like firing everyone that you've hired and just do it alone because it's too much work, is that there is a light at the end of the tunnel no matter where you are in the hiring process and/or getting support or even if you're not there yet this episode is going to really help you lay the groundwork; I would love to say lay the foundation, that's one of our courses, but still, lay the foundation for being a better leader because what I have to say is that when I first started out in business, I've had people working for me since the 90s and I can't say that I was always the best manager. In fact, I know that managing people is not in my skill set, that's why I've worked really hard to build up my revenue and income so that when I have hired support I can hire someone to actually manage my team. I am a much more, a much better visionary and someone to come up with a creative vision for the business, the creative direction for the company and come up with ideas than I am dealing with a lot of the day to day stuff. And there have been times when I've had to deal with it and there are times still when I have to deal with it but at the same time I know that as a leader I've had to sort of grow and evolve in the way that I interact with my team. I'm not always perfect, I'm far from perfect most of the time probably but I've really focused on trying to be a better leader so that people get excited and inspired and actually want to work for me because, like, my goal is to hire A players and to keep them for a long time and to keep them excited about being a part of what we're creating, not only over here at Flourish and Thrive but for my tracymatthews.com brand and you know, because it's important to me and you know I'm really passionate about what I do and I'm assuming since you're listening to this podcast that you feel the same way too.

So today's guest is Hilary Halstead Scott again. She did a full-on intro last week in the podcast so if you haven't listened to Episode 152 yet I'd highly recommend that you listen to that first and then come back to this episode. But just a quick intro of Hilary, Hilary Halstead Scott is the president of halsteadbead.com. They are a leading supplier of jewelry materials for jewelry designers and makers around the world. She is the founder of the Halstead Grant for new jewelry businesses which is an amazing opportunity that we're going to share with you momentarily or during this episode. She has an MBA and a master's in International Management and she loves helping small jewelry businesses. In





fact it's one of her passions and so I think that's really the reason why she started the Halstead Grant.

So today's episode is actually sponsored by the Halstead Grant, duh, that's like brilliant. Anyway, every year I love having Hilary on the show and on the episode because they're really doing great things for the designer community and I think any opportunity you have to focus on getting grants and doing grant writing so that you can have an infusion of cash in your business, you know, good on you and every year Halstead releases this grant opportunity. The application deadline is August 1st every single year and it's an amazing opportunity for designers who have been in business for less than 3 years who are US based and who are also designing primarily in silver. You can use other materials but the majority of your collection has to be in silver and what I love about it is that first of all she is supporting designers and if you win this grant you have the opportunity to win \$7500 as an investment, cash investment in your business and \$1000 in supplies plus their support in helping you get the word out about your brand and your business and the fact that you won this grant so it's a great opportunity. Plus the application process alone is almost like getting a jewelry MBA in the first place. They walk you through some really strategic questions that you need to ask yourself as you're building your business. You might even find that there are some of the same questions that we ask you to ask yourself over here at Flourish and Thrive Academy. So great idea, head on over to flourishthriveacademy.com/halsteadgrant to download the application and apply. You will not regret it even if all you do is fill out the application and you don't send it in you're going to learn so much about your business. But I highly recommend that you actually send in the application because this is a great opportunity. You never know, you might win, just like Kristen Baird Ruban did last year who is in the Flourish and Thrive community. We have many other designers in the Flourish and Thrive community become runners-up as well. We want to support you, we're excited to help you get your business to a level where you're just you know, killin' it at that next level.

So let's do this. Alright, let's dive into today's episode, you are going to love it, we had a great conversation, let's find out about how to be an amazing leader just like Hilary.





Tracy: Welcome to the Thrive by Design podcast. I have a very special guest back on the show today. So last episode, Episode 152, we were talking about how to work like a boss basically; how to hire and lead a team professionally but in the right way so that your team really gets inspired and excited to buy into your vision. And my guest is Hilary Halstead Scott again today because in last week's episode we realized we only scratched the surface of the hiring part and we had a hard time finding enough time I should say just to get into more of the leading part. So I asked Hilary to come back, we're doing back-to-back episodes all about how to hire and lead your team professionally. So welcome back, Hilary.

Hilary: Thanks, Tracy.

Tracy: It's great to be here. So for those of you who don't know Hilary, we did a full intro with her in the last episode so you can relisten to that and I'd highly recommend if you haven't listened to Episode 152 yet, make sure that you go back and listen to that episode because it's really kind of going to frame what we're talking about here today. Hilary is the president and CEO of Halstead, Inc. and halsteadbead.com and she has been in the jewelry industry for a long time. She owns a family run business. Hilary, what else do you want to share about your business?

Hilary: Gosh I think you've covered the highlights Tracy, that's fantastic. Yeah, we provide jewelry supplies to designers all over the world and I'm responsible for leading several teams in the company here at Halstead so I have a lot of experience with hiring and leadership and I'm excited to share some insights with you guys today.

Tracy: Amazing, and you likely heard on the last episode that Halstead every single year hosts an amazing grant opportunity for emerging designers to get grant infusion of cash into their business and so we're going to talk a little bit more about that again at the end of this episode. So get excited, this is really an amazing opportunity for those of you who are in that start-up mode but you're really driven and ambitious and you're ready to kind of get your business moving forward. Okay, so in the last episode we talked a lot about the hiring process, the dos and the don'ts and some of those things and then we kind of ran out of time because we kept like, going, I don't know if we were going on a tangent but there was just like a lot to talk about.





Hilary: There was a lot to talk about.

Tracy: We didn't really talk that much about leading so we're just going to like wing it and freestyle it here. So you know, I wanted to start like, what do you think, you know, as a business owner, as a CEO, as someone who has run a family owned business for a long time and who has also seen her parents you know, lead and manage a team and kind of evolve into a more structured business rather than just like you know, we have this family owned business and we have to create some structures. What are some of the characteristics do you think of a really good leader?

Hilary: I think mentorship and coaching are such a huge part of leadership today. You know the way organizations are run now is so different than a generation ago when things were much more structured and hierarchical. You know, businesses today operate in work teams that may flux and flow depending on what's happening in the business but you're really working with peers in a much different way today. And I think that's true you know regardless of the size of an organization. The relationships in the workplace have just changed. So you know I love that we titled this series you know, "Hiring And Leading Like A Boss" and that's a little bit tongue-in-cheek nowadays because the attitude towards leadership has really changed to more of a coaching mentality. So whereas you know, my parents came from that more traditional mindset of you know hiring and leading and creating _____ collaborative and you know we look at the employee and leader relationship as a developmental opportunity for both sides and I think that's one of the things that is really exciting about being the boss. You have this tremendous opportunity to help people develop their skills, to help people grow in their career and become professionals and that is just such an exciting opportunity, it can be so much fun.

Tracy: Well I love that you're saying that and I always feel like these episodes when I'm interviewing people they come at the timeliest most important time for me because you know, as I've you know been in business for so long you know, I had a jewelry company for so long and now I have my second jewelry business on the side which you know, I don't need as big of a team I just really needed an assistant to help me with production and building Flourish and Thrive Academy where we have several team members. You know part of what I'm always trying to do is to empower my team, to be able to make choices on their own and





decisions and be okay with them making mistakes but also using those mistakes as a learning experience and also rewarding them and you know, really celebrating them when they do you know an amazing job at something. So do you want to talk a little bit about that, how you kind of, like your approach to kind of leadership in the sense, like how do you let people know that they're doing a good job? How do you keep the space open for people to make mistakes without like them completely ruining your business obviously?

Hilary: Yeah, yeah...

Tracy: You know, how do you give them like that independence to be you know, critical thinkers, to actually like grow on their own, like what are some of the tips you have?

Hilary: Gosh, there are so many directions we could go with that but I want to circle back to one of the topics in the last segment when we were talking about those quarterly checkpoint meetings and I think having these regular, you know, on the calendar sessions planned with each individual as a private one-on-one meeting that becomes a really great chance to mentor and coach people you work with and that gives you a chance to discuss work on an ongoing basis and respond to those successes with praise and respond to those mistakes with guidance without it seeming really threatening or artificial which I think can be the case a lot of times you know when you have to make a point in the office of you know, let's stand up and all applaud so and so. Or let's you know, if you're feeling frustrated let's talk about this mistake you just made on the spur of the moment probably when you were feeling a little more angry or let down and that emotion is going to drive too much of what you say. Though I think moving a lot of those kinds of topics into those quarterly checkpoints where you have a little bit of perspective coming into that meeting allows that feedback to have more impact on the individual and it allows you to provide better feedback you know, that's more tailored to them, that's more sincere and it doesn't have to be like exactly in the moment you know, and I think that's something important to remember. There is such emphasis now on immediate feedback, immediate feedback, we hear that all around us all the time and you know I take that with a grain of salt. You can have a quick comment immediately but I think things become more meaningful once you put a little bit of thought into them and allow time for that discussion in private.





Tracy: What is your method for kind of keeping track of that stuff? Is it like a manager that like tracks it or are you the one documenting it or how do you...

Hilary: Well with my direct reports I always, I'm looking at it right now actually. I have this little planning page on my desk all the time because I have meetings every week with every one of my direct reports and you know some weeks those are just like a little 5 minute meeting, no big deal. Some weeks they're 30 minutes, some weeks they're an hour, it just depends what we have going on. But I always have this little blotter page on my desk and I have it in a grid with people's names in it and as I'm going through the day I'm constantly coming back to that and like jotting down a note in each person's box.

Tracy: Ooh.

Hilary: Just don't forget to talk about this or don't forget to check on this project or don't forget to say "great job" about what they just turned in on Friday. You know, just because as we move through the day things are hitting us so fast it is really hard to remember everything. I live and die by Post-It notes.

Tracy: (laughing) That's a great idea. You know I hadn't really thought about that and depending on how your team is set up you know, like if you're working in like a physical space like you do...

Hilary: Uh-huh.

Tracy: Where you're communicating more in a one-on-one, you know like having that sort of system, I want to create one of those for myself. Did you make your own pad?

Hilary: Well I just have a file in Excel that's just kind of this block style grid with people's names in it and I print one out every week so...

Tracy: Amazing.

Hilary: Sometimes I move things over from week to week and sometimes they're scratched off but it's just one of those things that lives on my desk and it's always at my fingertips. So that really I think helps me to stay on top of things and like you said, you know provide the feedback on both mistakes and victories that is so important.





Tracy: Yeah, I think it's, I want to talk a little bit about how you give diplomatic feedback when, especially when you're like ah, they just totally biffed that like whatever, but I want to get back to that in just a second. Because I think like, actually like acknowledging the awesome things that people do is really empowering to the team and we have this system because my team is completely virtual for Flourish and Thrive, and we have this system where we every week there is an automatic like Bot that goes out into our slack channel, which slack is basically like an instant messaging channel, so that we can communicate through the day for a virtual team and a bot just does like shout out a team member who did an awesome job that you're working with and then this way it gets like everyone on the team to share an experience with you know one person, a couple of people, you can't, our rule is you can shout out more than one person but you can't shout out everyone. (laughing)

Hilary: That's a good rule.

Tracy: And it becomes like are they, is it really that everyone is doing a good job or is it just that people feel like they have to shout out everyone. So that has been really fun because you know sometimes I don't always interact with the team like on a daily basis as much as Abby does. Abby is our you know, Director Of Operations over here at Flourish and Thrive because it's her job to actually like manage people because I'm personally not the best manager in the world and I acknowledge that within myself and it's been like, leadership has been like a huge work in progress but I know that if I have someone who is working with me to actually like manage the day-to-day with the team I can sit back with them and be a better leader, share my vision and all that stuff. So we've created the system for celebrating great wins and in fact when we have like a big event or something coming up we started having an MVP. So it's like the MVP gets a huge prize or a bonus at the end so that when you know over the six-week period, this eight-week period, this three-month period that we're like working on something specific. You know, we can really say like, we vote as a team, like it's a hidden ballot. No one can vote for themselves and it's basically just like you know, who do you think did the best job and why and you know it's so fun because like out of the blue like someone gets like so surprised that "Oh my gosh, my name was picked" and I remember the last time we did this like our team member was just like blushing and she was like practically crying and she was just so excited and you know it's just a fun way to celebrate people and





that's a little bit of a sidebar. But you know, let's get to the tough stuff like what do you do when you really you know, need to give like constructive feedback in the moment because it's something that is quite urgent. Do you delegate that to other people, are you handling it, or how does it work?

Hilary: Well, I have my direct reports so there are ten people who I manage directly so all of their performance reviews and feedback comes back directly from me and then I do have team leaders who you know lead their own direct reports and handle that so I kind of have both sides of it. But what I think is probably the most relevant for your listeners is talking to a direct report, someone you are directly responsible for when work is not going well...

Tracy: So you might feel really frustrated about something.

Hilary: So yeah that frustration is tough and you know I think what I would encourage you to do is yes, say something to the employee right away, you know, we need to talk about this in our next meeting or we need to talk about this on Friday, whatever your system is and then take some time to really think it through and keep in mind that there is always another perspective on these projects. So you know, there are some things that are really concrete and this was 6 mm instead of 4 mm you know, that is very straightforward stuff to deal with. But when you're talking about a more complex project with gray areas or some instructions that you thought were perfectly clear that were maybe misinterpreted I think you need to come into the meeting with a little bit of an open mind and whenever we have a problem my approach is to say you know, just had this project that wrapped up recently, I can't say that I'm really thrilled with the results, how did you feel like it went, and kind of give them a chance to give you their take on things. I find this is really helpful because a lot of times people know it didn't turn out well and they have great insights as to why that may help you to be a better manager as well.

Tracy: Yeah.

Hilary: So keep in mind there is that. Beyond that, a lot of times the directions you thought were perfectly clear may not have been and this can be a great cue as to what they heard. So if you give them a chance to respond before you're drilling them with questions or criticisms, you're probably going to get some good insights on to how things went wrong and that's going to help you in the future.





So really come into that meeting asking questions before you start giving your own personal commentary. And I know that's tough.

Tracy: Yeah. It's tough sometimes.

Hilary: Yeah, it can be really tough.

Tracy: Yeah, I think so and so like with something just happened today on my team, and it was like just something on social media, like the wrong thing was posted for the wrong link in class or whatever. And I'm just like how, and I basically just posted like my question was like, I took a screen shot and I just said "Hey guys, you know, like what happened here, this is the wrong thing", like who's responsible kind of thing. And like "just tell me what happened, like where is the breakdown because we've gotta fix it" and...I'm super quick like that, I'm probably, that's why Abby manages the team. (laughing)

Hilary: Well it's a good thing to be quick and that's a very concrete situation that's pretty time sensitive so you're right. I mean, you've gotta get on that immediately, something posted to social media needs to be handled. But I think a lot of times your direct reports are going to really surprise you. You know, a lot of people own up to things, they have a really clear view of it themselves and they can step up and accept responsibility for something and say "I'm already on top of this, I'm doing X, Y and Z, I apologize for the mistake". And right there they've just really impressed you.

Tracy: Yeah.

Hilary: But if you come in there angry and just lecturing them they never even have that opportunity.

Tracy: That's true.

Hilary: So ask questions first and then when it comes time you know to give your own take on things, remember just like we talked about in the last session, this isn't a personal commentary, you're not talking about what they wore to work that day or how nice a person they are, you're talking about skills and deliverables so keep the conversation focused on skills and deliverables and be very specific.

Tracy: Skills and deliverables.





Hilary: Skills and deliverables, what you received compared to what you expected and if there was a shortfall is it because the instructions weren't clear, is it because you didn't feel you had the training and the resources you needed to perform up to the expectations or is it because of some other reason? And approach it as a conversation and again, you're probably going to get some good feedback on things.

Tracy: Absolutely. So do you ever pose to your people, like have them come up with the solution? I've heard this from other leaders and sometimes I do this because I really want people to be able to work in their own way where I say like "How would you have done it differently, you know, next time" or "what do you think..." I mean I guess asking some of the questions might bring that out but is there a way that you kind of like let them come up with the solution first instead of you telling them like the next steps. How do you juggle that?

Hilary: Absolutely. Yeah, I think that's a great suggestion, exactly like you said. Asking people what they would do differently is really going to help them learn and do better the next time. I think as managers we often underestimate how long it takes to fully learn responsibility and we expect that people are going to really latch onto things after just completing a process or a project once. But in reality for most people it takes several times, several rounds of experience with a process or a new responsibility before they really absorb all of the details. So asking them questions about what they learned, what they would do differently, what suggestions they have, all of that is going to help them to do better and learn more quickly.

Tracy: Awesome, awesome, such great feedback. So one of the things, my next question is really about creating boundaries. One of the things I know that when I was, had my office in San Francisco and had this amazing space and was really building a brand, one of the issues that I often had, you know, with my team, was that they would interrupt me all day long and so I could never get stuff done. And so when we moved into our bigger space I had an office door that I could actually close which felt so bad to me because you know I felt bad actually having to close the door, but one of the problems was that I felt like I was being too available and what I was doing was breeding a team of people working for me who weren't becoming critical thinkers and coming up with their own solutions to problems. So what's that fine balance, between having like, you





know, a culture of availability versus like having a culture where you're actually just setting boundaries and allowing people and almost guiding people to be better self starters and better critical thinkers.

Hilary: Yeah, I think that's a great point Tracy. It is really difficult to find that balancing point you know, and I think it becomes even more difficult in a small studio space where you may all be working in the same room without those physical barriers like an actual office and a door that you can close. But it is important to establish those barriers and times when you can work uninterrupted and really focus. So I know for some studio managers you know, that's work they save for maybe when their part-time people aren't present in the office but you also have to have some sort of cue as to when you are available for questions and when you're not so, you know whether that's wearing headphones or you know if I'm at my bench you can ask me questions, if I'm at my desk you cannot. But establish those expectations up front and don't be afraid to say there are times when I just really have to concentrate because you're right, you do end up with a situation where people will run questions by you just as a sounding board if you're sitting right in front of them and "what do you think of this" and "what about this color" or "is this too big, is this too small" and all of a sudden you're getting so interrupted that you can't think straight. It's a real challenge so establish some cues or some time slots in the day and then you know, you have to be disciplined about enforcing those even if someone comes to you with a quick answer sometimes you need to turn them away and say you know "this isn't the time, we'll talk about that later or when I'm at my bench again" or whatever the situation is that you've established. But the discipline has to come from both sides or you know, that line is going to blur really, really quickly.

Tracy: Yeah, I think that that is such good, I like what you said about like certain time slots and I remember I was mentoring a designer last year who was in our Mastermind Program and she has a really successful business, she is doing really well and one of her biggest struggles was really "how do I get people excited to work for me, like I feel like I am getting interrupted all day and I can't get anything done" and I'm like "how are you, you know, setting parameters or boundaries around that" so we came up with a system where she would have like three windows at three different times during the day where they could come in. It was like, almost like office hours, "you can come and ask me questions and then after that I'm working on certain projects" because I think





it's important like to set boundaries for yourself or else like, you feel, it feels like almost defeating to even hire people. I feel like this is a constant struggle with people because it feels like more work to actually hire people to support you than it does to just do it all yourself.

Hilary: It can be, it can be. It's surprising how much time it takes, yeah, there's no question. I think that's a great system that you developed for office hours. That's such a good idea.

Tracy: Yeah, well I think it worked for her. You know, I started doing it for my team, there were just certain days of the week that they were not allowed to interrupt me, like I have one creative day because I really need that for a variety of reasons. And then like certain days are days that I take calls, other days you know, during certain times, you know, like I've just set boundaries and structure in my day so I know like when it's happening and what, so it's not super loosey-goosey and it's actually helped my team stand up and do a better job too which is awesome.

Hilary: That's great. That's fantastic.

Tracy: Is there anything else that you'd like to add, like any other like...

Hilary: You know there is, there is one other thing I wanted to talk about in terms of mentorship and coaching again, coming back to that. You know, we've talked about ongoing feedback in terms of operations and what's happening in the workplace. I think periodically it's really important to set aside some time to talk to your direct reports about career development as well.

Tracy: Yes.

Hilary: And keep in mind that sometimes you know, transition and turnover is not a bad thing and a lot of people may be coming to work for your studio thinking of this as maybe a two year or a three year experience. As managers we want to think that everyone we hire is going to stay with us for life so we never have to hire again but that's not realistic. And that's okay. I think it's really important to be up front with each other from the beginning.

Tracy: Yes.





Hilary: So we can have those honest discussions and also so you can expect or you know be prepared for when that person is moving on. That's going to give you more time to hire and replace them and it's also going to give you a real opportunity to mentor them as you're going along and doing these meetings for feedback. Because if you have these checkpoints and one of the items you talk about periodically is their career development, that gives you a chance to say "here's where your real strengths are and here are things that maybe you need to work on given the path that you want to pursue". So you know, if we're talking about a studio position and this person wants to go out on their own at some point you're in a great position to say "listen your design skills and your stone setting are fantastic but maybe you need to work on practicing your finishing techniques because I see some room for improvement there". And that's something that you need to develop if you want to become an independent studio yourself one day. It just frames a lot of conversations and again it takes it out of that personal context of bringing up something that may feel uncomfortable as, you know, pointing out a weakness, identifying something that maybe they need to work on. If you put it in the context of career development and where they're headed that becomes coaching, that becomes invaluable and employees really appreciate that because you're helping them to achieve their personal goals even beyond their time with you in your office.

Tracy: Amazing, that is so, so great. I love that, you know, and that mentoring and coaching aspect is so important and so valuable and I just had, you know, I was thinking about, I just had a meeting with someone on our team who I was just like "here's what I, you know, here's what I see your role like sort of developing into, like how do you feel about that, are you on board for this" like, and if not, like, that's cool, but like, "let's work on this together" and you know, then we're, you know, discussing other things that are visions for the company and where we want to go and so I think it's just awesome. You're one of the best, my favorite people to interview because you just have not only just like these little nuggets of like wisdom, but you're just so grounded and you have such great advice so thanks for being on the show 2 weeks in a row.

Hilary: Thanks for having me.





Tracy: Before we wind up I know you probably want to share, I mean I would love for you to share because like, last year, well I guess it's like, the winner of your Halstead Grant is like a hybrid Flourish and Thrive/Halstead-er because you introduced her to us for our Masterminds, she joined our Mastermind Program and ended up winning the grant because she was like, really focused on that, Kristen Baird Ruban, so thank you for that, for bringing us that, you know, a superstar designer but also we were super excited that she won so it was super fun.

Hilary: Well, us too.

Tracy: Yeah, so tell us a little bit more about the Halstead Grant.

Hilary: Okay, so the Halstead Grant is coming up, the deadline is August 1st. This is a start-up business grant award for a new jewelry business with a collection in silver. So we require the applicants be in the United States and you must have started your studio business within the last three years. So there are additional details on the website, you can find all of this if you Google Halstead Grant and we really require that our applicants submit a lot of details about their business strategy in addition to their portfolio. So this is designed to be a development experience, the application itself walks you through a lot of critical thinking exercises to help you set goals for your business and think about issues that may be a little bit outside of your comfort zone but it's all going to help you be better prepared for your studio business and more successful in the long run. So the grand prize winner wins \$7500 in cash plus \$1000 in supplies with Halstead and then we really work on PR for this person and helping them to develop their PR skills and get out there about this win, about their business and kind of turn it into a launch pad experience.

Tracy: So amazing, it's such an incredible opportunity. Last year, over the past couple of years we had several designers be runners up, I was super stoked when Kristen won because it just, you know, she worked really hard for it and it's all on her because she did the work. But at the end of the day you know, it's like we really, you know here at Flourish and Thrive we're really trying to build this community of, the best community of jewelry designers and makers out there and it's always an honor to see them, like the cream of the crop, just like rising above and doing something like winning this amazing grant opportunity. So





Hilary, thanks for being here. I'm so excited that you're coming to the live event too in September.

Hilary: Me too, I'll see you in New York.

Tracy: Yeah, if anyone wants to join us for FTA live I'm going to have more details over at the show notes. Come meet me, come meet Hilary. We're going to be talking about all great things jewelry business and we have some great influencers and speakers this year so you're definitely going to want to join us. Alright everyone, take care, thanks again Hilary.

Hilary: Okay, bye-bye Tracy.

Tracy: Thank you so much for listening to today's episode. Isn't Hilary awesome? I had so much fun with her. As usual, I am really excited about this opportunity for the Halstead Grant. Like I said in the beginning, if you haven't applied yet make sure that you head on over to flourishthriveacademy.com/halsteadgrant to pick up your application and potentially be the next Flourish and Thrive by Halstead success story because that's what we're going for. And if you'd like to meet me and Hilary we'd love to meet you here in New York City September 26th and 27th this year, live event for Flourish and Thrive Live is open for attendance. We have actually a very limited number of seats left, the tickets sold a lot faster than we were expecting this year because last year was just, I mean the last 2 years have been incredibly amazing but last year was like off the hook if I must say so myself and we plan to have even better, even a better event this year. So if you're interested in attending grab one of your jewelry business buddies, head on over to flourishthriveacademy.com/ftalive2018. That's flourishthriveacademy.com/ftalive2018. Alright, I'm looking forward to seeing you in New York and I'm also looking forward to chatting with you in the next episode. Alright, take care until next time, Tracy Matthews signing off.

